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Library, Information and Technology Services  
Newsletter

Library, Information and Technology Services

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1-2008

## ITS @Brockport: Spring 2008

Mary Jo Orzech

*The College at Brockport*, morzech@brockport.edu

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# ITS @ Brockport

STATE UNIVERSITY  
OF NEW YORK

# iTunes U

## NEWSBYTES

- MISO Survey to begin Feb. 28th. Details pg. 7
- Plans for the Educational Technology Center (ETC) on Drake Library's ground floor are underway. The ETC will provide advanced technology support and a framework for facilitating rich collaboration, scholarship, and research.



## IN THIS ISSUE

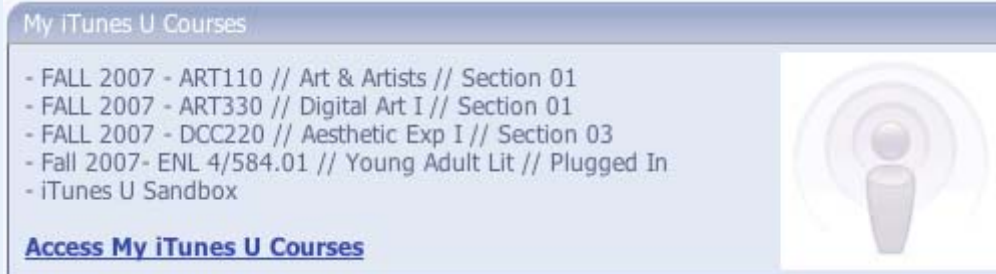
Media Frenzy	3
Support Services	4
IT'S A-Team	5
ANGEL	6
Library	7
Workshops	8
WebStats	12

@SUNY Brockport  
by Bob Cushman

Last spring the College began a pilot project using iTunes U to manage various types of instruction-related digital media. iTunes U is a free service provided by Apple that enables faculty, staff, and students to manage, share, and control access to educational audio and video content within a college or university using Apple's iTunes Store infrastructure. After promising results during the spring semester, we rolled out iTunes U to a larger audience this past fall.

Faculty and students in these courses have used iTunes U in a number of ways. In some cases, faculty asked students to develop podcasts and share their work with their fellow students. This was especially true for the Delta College classes who were beneficiaries of the iPod Grant Program. In other cases, faculty developed lectures and/or provided publicly available audio and video material to their class through iTunes U.

Access to the SUNY Brockport course sections of iTunes U is provided through ANGEL. If a student is in one or more courses that have a corresponding course section in iTunes U, an ANGEL "nugget" (developed locally by Brendan Post) will appear in the Resources tab of those courses in ANGEL:



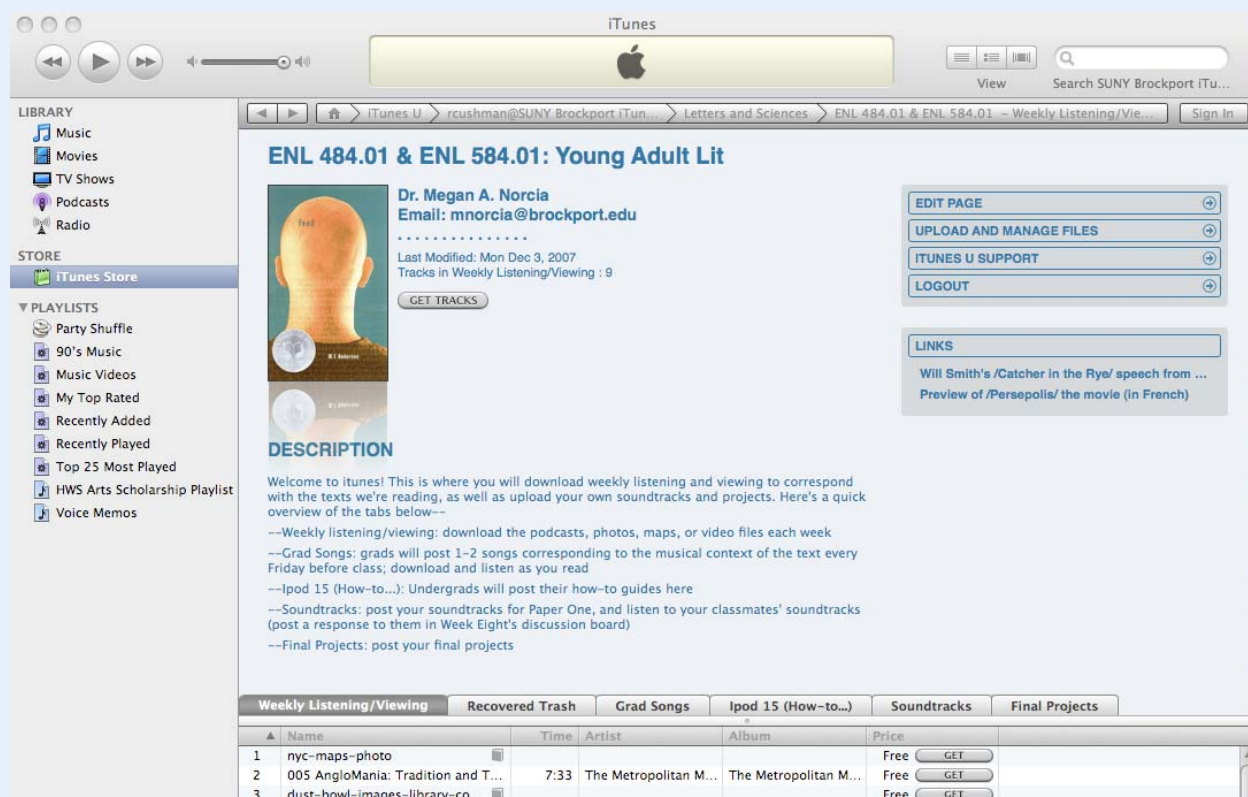
Clicking on the [Access My iTunes U Courses](#) link will take the student to our SUNY Brockport iTunes U site as shown on page 2 of this newsletter.

Continued on Pg 2.

'Continued from Page 1



Courses are broken out by School. Course pages are unique to each course and can be tailored by the instructor. Here is an example of a course page from Fall 2007:



SUNY Brockport's iTunes U instance is managed by Bob Cushman in collaboration with the Learning Systems Team Leader, Brendan Post.

For more information on using iTunes U in your classes please contact the Help Desk.

## Media Frenzy

by Frank Mancini



Media Services and Computer Lab Administration staff spent the Winter Break replacing many of the classroom computers and some of the classroom computer/video projectors. Much of this equipment was over three years old and needed to be upgraded to answer the increased

technology demand and usage in all of Brockport's classrooms.

Media Services has also begun the process of removing the old TV/DVD/VCR carts from various classrooms. Most classrooms on campus have either a multimedia cart or are a Technology Equipped Classroom, which include the capability of projecting video on the screen in the front of the room and playing audio through an amplifier and speakers. In many classrooms, there is limited instructional space in the front of the classroom, so removing the TV/

DVD/VCR cart frees up that space for instruction.

If you find that your classroom no longer has a TV/DVD/VCR and you require assistance using the equipment in the room to show a video, please call Media Services at x2660. We can either explain over the phone how to use the equipment or come to your classroom and show you how to use the equipment.

Media Services office hours during classes are; Monday through Thursday, 8 am to 10 pm and Friday, 8 am to 5 pm.

## Help Us Help You

by Dave Hoenk



The ITS support system begins with the ITS Help Desk, x5151, option 1. In ITS we continually strive to improve the quality of our support.

### The Help Desk Hours for the Spring semester:

Monday-Thursday:  
8:00am - Midnight  
Friday 8:00am - 5:00pm  
Saturday 1:00pm - 5:00pm  
Sunday 12:30pm - Midnight

Our most recent Help Desk service enhancement is the Help "chat" service.

Access the chat window at <http://www.brockport.edu/its/helpdesk/>.

Type your question and in a few seconds you will be assisted by Help Desk staff.

Fall, 2007 Help Desk stats:

- 4,161 requests for assistance in the fall semester.
- 2,927 phone calls to the ITS Help Desk (5151, option 1)
- 498 walk up requests for help in Drake
- 736 E-mail help requests were sent to [help-desk@brockport.edu](mailto:help-desk@brockport.edu)
- About 25% of all requests were solved right away, and over 3,155 generated tickets were assigned to and resolved by ITS employees.

X5151





## Support Services: New and Improving...

by J.Smith, A.Zapata and S.Jeffers

**Microsoft Office 2007** – During the spring semester we will begin our migration to Office 2007. The first step in our implementation plan is to convert one of the teaching labs (Dailey Hall Room 203) to Microsoft Office 2007. This will enable us to conduct training sessions. If you haven't seen the software yet, it is very powerful, but

it looks VERY different. We encourage you to attend a training session. Keep your eyes on the ITS web page and our newsletter for additional details.

For the short term, the remaining labs and individual users' computers will continue to have Office 2003. Microsoft Office 2003 with the 2007 add-on installed will continue to function just fine. All of

the lab PCs have the Microsoft add-on that allows Office 2003 users to work with office 2007 files.

The plan is for all ITS supported lab computers to be converted to Office 2007 during the summer of 2008.



### AB Tutor Control

ITS has installed AB Tutor Control software in all of the Dailey classrooms.

Some of the software's capabilities are:

- Enable instructors to control classroom workstations from the teacher station
- Lock the keyboard and mouse.
- Show the teacher's workstation on the student's screen,
- Watch one or more selected students screens
- Chat with selected students
- Block, or allow Internet access
- Launch programs on selected workstations

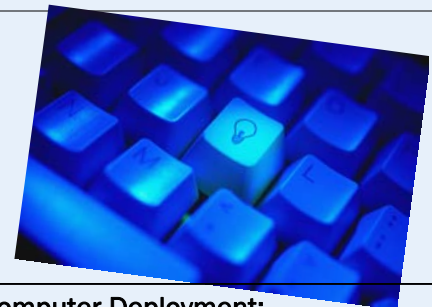
The link to the AB Tutor Control website is: [http://www.abconsulting.com/html/Tutor\\_Control.html](http://www.abconsulting.com/html/Tutor_Control.html)

### Desktop Support

•**Security:** ITS staff will be going machine to machine to conduct a security audit. We will be updating our inventory and various other programs to improve our users uptime! We are calling this the Desktop Support Security Initiative.

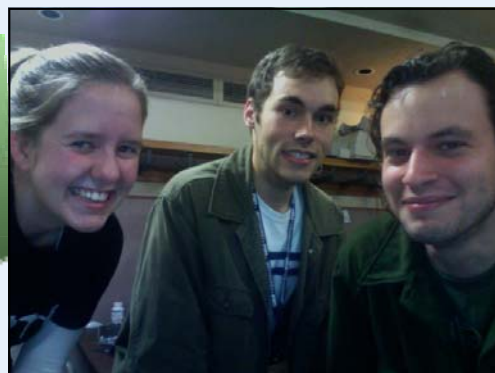
Departments will be scheduled for this work starting January 2008.

•**Help!** Desktop Support resolved 1038 tickets during the fall semester. Our goal is to resolve tickets as soon as possible as well as to anticipate problems before they happen.



### Computer Deployment:

ITS staff configured and installed 34 new computers that were purchased through the Technology Procurement System (TPS). We will be installing more computers in the public labs later this semester.



Members of Brockport's ITS A-Team;  
Kaitlyn Whitlock, Wes Jones, and Tyler Swanger



# ITS 'A Team' Out with the Old, and in with the New!

The new way to get campus licensed software

by Michelle Wunder

Gone are the days when you needed to remember a complicated web address to download College licensed software. The old FTP address is no longer necessary; ITS has created a new webpage with an easy to remember address and a new layout that is easier to navigate.

This page enables students, faculty, and staff to download the Maple, Mathematica, McAfee Virus Scan Enterprise, and Minitab software programs. These programs are licensed by the College for home use by faculty, staff, and students.

Users can access the download page by typing the following into the address bar of their Internet browser:

<http://software.brockport.edu>.

After entering the URL you will be required to enter your SUNY Brockport NetID and password. The webpage will then direct you to the main software page where you can download the software you need.


The software is neatly organized on the webpage, with a short description on how to download and install the software program. Icons for Vista, XP, and Mac help guide users to the correct version of the software.


## ITS Software Center

logged in: [logout](#)

### Maple 11


Download and extract files to your hard drive for the platform you need (Windows: XP and Vista; Mac: OS 10.3 or higher). You must extract the zipped file "win\_os\_Maple.zip" to the hard drive or it will fail during installation for windows platforms. Please read the "Serial.txt" before you start installations. You will need to register by entering the correct Purchase Code. You must give your SUNY Brockport email address for the activation process to work correctly.


  
[download](#)

  
[download](#)

### Mathematica 6.01


Download and extract files to your hard drive for the platform you need (Windows: XP and Vista; Mac: OS 10.3 or higher). Please reference the "Serial.txt" file before running "setup.msi". For Windows platforms you will need to go to Windows folder after files are extracted to find the "setup.msi" file. In the "Serial.txt" file you will find the license information necessary to register online to get your password via your brockport email address. You must use your SUNY Brockport email address in order to complete registration to use the Student Version of Mathematica. Your password will be mailed to you and will look like this: "dhcpx.xxx.brockport.edu 6608-85936-XXXXX L3009-1131 XXXX-119-005:2:4:20081101". You need to copy and paste the password which would be "XXXX-119-005:2:4:20081101" to activate your copy of Mathematica.


  
[download](#)


  
[download](#)

### McAfee (Versions 8.0i:XP, 8.5:Vista, 8.6:Mac OS 10.3 or higher)

Download and extract files to your hard drive for the platform you need (Windows Only: XP and Vista; Mac OS 10.3 or higher). Please refer to the Install Guides included within your zipped file if you need assistance installing. Install windows platforms by double clicking on "setup.exe".


  
[download](#)

  
[download](#)

  
[download](#)

### Minitab 15.1.1

Download and extract files to your hard drive for the platform you need (Windows Only: XP and Vista). Please read "License.txt" first before installing Minitab. It will explain to you how to install and properly copy the "minitab.lic" file to allow you to use Minitab.

  
[download](#)

## ANGEL update

by Brendan Post

The Learning Systems Team spent a busy fall semester supporting over 1,000 courses that were utilizing the ANGEL Learning Management System. This included hosting Brockport's SUNY Learning Network (SLN) asynchronous courses internally for the first time. The semester also included the expansion of several pilot projects including the Academic Integrity Tutorial, Apple's iTunes U, and the Turnitin plagiarism prevention service.

The ANGEL system continues to see increasingly heavy usage by students, faculty and staff. During the final

weeks of the semester concurrent usage was consistently over 1,500 users with peaks reaching over 2,000 users. In the weeks after Thanksgiving, over 7,500 students and 500 faculty and staff spent time accessing and using the system. The Learning Systems Team continues to monitor and use this information to plan for the ongoing expansion of the ANGEL environment.

The Learning Systems Team will be preparing throughout the spring for a number of upcoming ANGEL enhancements including a full slate of new tools and features. These enhancements are prelimi-

narily scheduled for a summer 2008 installation. Watch for more information this semester as we will be announcing additional training opportunities to learn about these new tools.

The spring ANGEL training schedule has been announced and can be found on page 8 in this newsletter.



### A few quick facts about E-mail service here at Brockport:

- Over 400,000 messages are delivered to the campus daily; of these close to 90% are considered to be spam.
- Service is provided to over 14,000 student accounts and over 2,000 faculty/staff accounts.
- As of the first week of January students are using approximately 106 Gigabytes of disk storage for storing E-mail.
- As of the first week of January faculty/staff accounts are using approximately 264 Gigabytes of disk storage for storing E-mail messages.

You can look at other information about E-mail at:  
<http://www.brockport.edu/its/stats/spam/index.html>



## Drake Memorial Library

by S. Perry and M. Orzech

Drake's long-awaited roof project is nearing completion. The noise, congestion, and inconvenience were well worth the end-result. No more bucket brigades after every rainfall! New lighting on parts of the top floor make browsing the book collection much easier.

Amidst the construction we have been treated to a bit of welcome beautification. The library publicity and environmental committees, along with marketing communication produced an impressive set of silk banners, echoing the library's historical set of stained glass windows. The windows were gifts of classes and Greek Letter societies from 1911 to 1932. The eight panels represent wisdom, science, labor, classics, art, history, literature, and music, and were recently installed in the library foyer.

Recent moving projects included the installation of new periodicals and video shelving on the main floor. Microforms, the juvenile collection and

government document areas are in the process of being weeded and/or relocated. Plans are underway for the completion of new quiet study space on the ground floor, in response to patron requests in April's LibQUAL survey.

Upcoming construction projects this spring include creation of new instructional PC labs and classrooms along with several IT office moves on the ground floor.

Drake and IT will be conducting an online **MISO** (Merged Information Services Organizations) survey to gather additional data on information needs of the campus. The data from these surveys will guide future planning efforts. As always we encourage your input. **The survey will begin February 28th and continue until March 10.**

## Cyber News from the MetroCenter

by Daniel Sargent, MPA Technology Manager



- o Many thanks to ITS (Rick Smith & Rick Felerski from ITS and Mark Maglietto from Telecommunications) for upgrading our WIFI access. We now have a wider range and better speed than the old setup.

- o MetroCenter welcomes Linda Hacker from Drake who is now at the MetroCenter on a regular basis. Linda assists faculty and students with a wide range of Library services and helps out with technology support here.

- o The MetroCenter Web site contains a lot of useful information (for example – location, hours of op-

eration, computer access times...) [www.brockport.edu/metrocenter](http://www.brockport.edu/metrocenter)

- o If you are planning on visiting the MetroCenter remember to bring your Brockport ID card. We card upon entry to the building

- o Telecourse videos are available at the MetroCenter for viewing on site. Bring your Brockport ID card to gain access to these items.



### SPRING 2008 ANGEL TRAINING WORKSHOPS

**Attention SUNY Brockport Faculty and Staff:** All ANGEL training workshops are co-sponsored by Information Technology Services (ITS) and the Center for Excellence in Learning and Teaching (CELT). You can register for any of the following workshops by calling CELT @ x5088 or by sending an email request to [celt@brockport.edu](mailto:celt@brockport.edu). ***All ANGEL training workshops are held in the CELT Resource Center, Room 100B Edwards Hall.***

ANGEL Workshop	Date	Time
ANGEL's Cool Tools	Wednesday, 02/06/2008	9:00 am – 10:00 am
ANGEL Discussion Forums	Friday, 02/08/2008	1:00 pm – 2:00 pm
ANGEL Basic	Tuesday, 02/12/2008	1:00 pm - 2:30 pm
ANGEL Gradebook	Tuesday, 02/19/2008	3:00 pm - 4:00 pm
ANGEL Basic	Wednesday, 02/27/2008	1:00 pm – 2:30 pm
ANGEL Quizzes	Friday, 02/29/2008	2:30 pm – 4:00 pm
ANGEL's Cool Tools	Tuesday, 03/04/2008	3:00 pm – 4:00 pm
ANGEL Discussion Forums	Tuesday, 03/11/2008	10:00 am – 11:00 am
ANGEL Gradebook	Wednesday, 03/12/2008	9:30 am – 10:30 am
ANGEL Gradebook	Friday, 03/14/2008	1:00 pm – 2:00 pm

### WALK-IN TRAINING HOURS

In addition to the above-listed formalized ANGEL training sessions, CELT and IT Services also offer walk-in ANGEL training hours year-round (excluding holidays and college-sponsored shutdown periods) to all SUNY Brockport faculty and staff on a first come, first served basis. ***All walk-in training hours are located in the Center for Excellence in Learning and Teaching, room 100B Edwards Hall.***

Mondays.....1:00 – 5:00pm  
 Thursdays.....8:00am – 12:00pm

#### **Banner News:**

At least once a semester ITS offers training on "Emailing from Banner" and "Population Selection Training". Please check <http://classroom.brockport.edu/DHInstLabs/index.htm> for dates and times.

- **Emailing from Banner** is for Administrative Staff with prior knowledge of Forms Navigation and Job Submission. Course taught by Patty Pfister and Laura Buckner. Documentation can be found at <http://www.brockport.edu/its/dm/emailing.htm>
- **Population Selection Training** is a 3 course series and assumes prior knowledge of Forms Navigation, Job Submission and Parameter Sets, and How desired source data is stored in Banner. Course series taught by Dan Murdoch.
  - Section 1 - Popsels I (what are they and how can I use them, also how to run GLBDATA)
  - Section 2 - Popsels II (more complicated GLBDATA - joins and GET\_POPSEL, also how to read/edit the rules, SWSIDLD and manual popsels)
  - Section 3 - Popsels III (How to create one from scratch, how to use/create variables and dynamic prompts)

# Upcoming Workshops



## ITS Macromedia Dreamweaver and Fireworks Workshops

*With Donna Ehrhart*

Improve your webpage creation skills by attending ITS sponsored software training workshops with Donna Ehrhart. Training is provided for faculty, staff and students on how to create web pages. Build your skills with a series of Thursday afternoon workshops in Dailey Hall, Room 203. Plan to build your own website during these five three hour sessions. You can register on-line for any of these sessions by visiting the following URL:

<http://www.brockport.edu/its/itss/workshop/>

**Thursday, February 7, 2008, 1:00pm – 4:00pm - Intro Setup Class and planning a web site**

**Location – Dailey Hall Room 203**

Description: Learn how to establish an account, use of ftp programs, organize and file management through folders and paths, develop process for backup, create a barebones html page, use resources of basic html code, and basic filename extensions. Also, learn storyboarding and design methods, the color palette and coloring schemes, use Dreamweaver Properties Inspector, learn about Web Accessibility, and planning how to use Style Sheets.

**Thursday, February 14, 2008, 1:00pm – 4:00pm - Creating and Controlling Web Pages**

**Location – Dailey Hall Room 203**

Description: Learn Dreamweaver toolbars and basic features, such as e-mail links, hyperlinks, and tables. Also, learn to use layers, convert layers to tables, and to apply types of style sheets.

**Thursday, February 21, 2008, 1:00pm – 4:00pm - Using Fireworks and Adding Multimedia to your Web Page**

**Location – Dailey Hall Room 203**

Description: Learn to optimize images, explore the tools of Fireworks, create logos and edit images. Also, learn to link and embed sound, movies, and flash to your web page.

Creating Frames- Learn to create framesets, adjust frame properties, and use browsers with no frame support.

**Thursday, February 28, 2008, 1:00pm – 4:00pm - Creating Frames**

**Location – Dailey Hall Room 203**

Description: Learn to create framesets, adjust frame properties, and use browsers with no frame support.

**Thursday, March 13, 2008, 1:00pm – 4:00pm - Forms**

**Location – Dailey Hall Room 203**

Description: Learn to create Jump and pull-down menus, create messages boxes, and how to use existing Java script.





## Other Conferences and Workshops



### Library 2 LMS: a Conference on Computing in the Disciplines

The Drake Memorial Library, IT, and CELT will be sponsoring a COCID conference, "Integrating Library Services into a Learning Management System," on April 18, 2008. The goal of the conference is to provide practical ways to integrate library and research services into systems like ANGEL or Blackboard.

Librarians, professionals, and faculty will share their skills with participants regarding databases, assessment instruments, tutorials, and other research technologies that have been created and used in learning management systems.

If you are interested in presenting, the proposal deadline is January 25, 2008.

We look forward to your participation in the conference this April.

For more information please visit the conference website at: <http://www.brockport.edu/lib2lms/>

This conference is co-sponsored by SUNY FACT (Faculty Access to Computing Technology)

We offer non-credit, TLT coop webinars to SUNY faculty and staff this semester. Instructors are SUNY Faculty and staff or invited guests from beyond the system who will help you think strategically about teaching and learning with technology. Non-SUNY participants are welcome on a space available basis.

=====REGISTER ON-LINE=====

<http://www.cpd.suny.edu> <<http://www.cpd.suny.edu>>

QUESTIONS? Contact THE SUNY CENTER FOR PROFESSIONAL DEVELOPMENT

Phone: 315-233-3052 ext. 103

Fax: 315-437-0835

email: [info@cpd.suny.edu](mailto:info@cpd.suny.edu)

### THE SUNY CENTER FOR PROFESSIONAL DEVELOPMENT presents the following workshops for Researchers:

#### Qualitative Research Approaches for Quantitative Researchers

Date: Friday, February 1, 2008

Time: 9:00 am—3:00 pm (*Continental Breakfast 8:30 am*)

Location: SUNY Center for Professional Development, Syracuse, NY

Cost: \$80.00 CPD Non-Member - \$95.00

Questions?: [info@cpd.suny.edu](mailto:info@cpd.suny.edu) / (315) 233-3052 ext.103

#### Qualitative Research Software Sampler

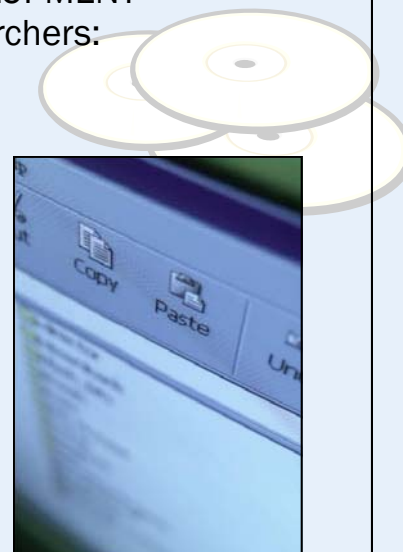
Date: Friday, February 22, 2008

Time: 9:00 am-3:00 pm

*Continental Breakfast at 8:30 am & Lunch provided*

Location: SUNY Center for Professional Development, Syracuse, NY

Cost: \$80.00 CPD Non-Member - \$95.00







## Information Technology Services Software Training Jan.-Feb. 2008

Refresh your skills by attending ITS software training workshops. Register for any of these sessions by calling x2368 or by e-mailing [tloscomb@brockport.edu](mailto:tloscomb@brockport.edu).

**SPSS** is full-featured statistics software. Learn the basics of creating and analyzing data-sets from primary surveys and questionnaires as well as secondary sources.

SPSS	Dailey 202	Tues Feb 5	5 - 6 pm	M. Orzech
SPSS	Dailey 202	Wed Feb 6	2 - 3 pm	M. Orzech (repeat)

**Minitab 15** is easy-to-learn statistics software for data analysis.

Minitab	Dailey 202	Tues Feb 5	6 - 7 pm	M. Orzech
Minitab	Dailey 202	Wed Feb 13	3 - 4 pm	M. Orzech (repeat)

**Intro to Mac** is designed to familiarize user with desktop features of Macintosh computers.

Intro to Mac (OS X)	Holmes 103 Mac Lab	Fri. Feb 8	12-1 pm	R. Anugu
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## CIT 2008

This year's SUNY FACT Conference on Instructional Technology is being held at Genesee Community College in Batavia, May 27-30, 2008.

### CIT registration:

This year, a limited pool of SUNY Training Center points are available for Brockport faculty and staff to cover CIT registration (\$150). These funds are available on a first come basis to those who do not have access to other funding (e.g., CIT scholarships). If interested, please contact [morzech@brockport.edu](mailto:morzech@brockport.edu).



# HEIDI'S HINTS:

The new year is upon us and it's a good time to clean up email and review the "Workplace Policies: Email and Network Policy" as posted on the Human Resource Website at <http://www.brockport.edu/hr/procedures/>.

In summary, the Policy states that ".... access to information systems is a privilege – not a right" and advises us that "Violations of this policy can result in the termination of this privilege and/or disciplinary measures, up to and including termination of employment."

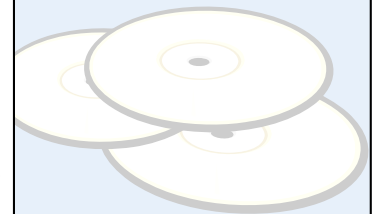
Finally, the policy advises us that ".... all e-mail messages including personal communications may be subject to discovery proceedings in legal actions. E-mail messages sent or received in conjunction with agency business may be releasable to the public under the Freedom of Information Law and/or require special measures to comply with the Personal Privacy Protection Law."

If you have further questions please contact the Help Desk at [helpdesk@brockport.edu](mailto:helpdesk@brockport.edu) or 395-5151.

## Brockport's Web Statistics

by S. Lewis

This graph shows the increased usage of Brockport's Website over the years.



Average Weekly Page Views

